



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending June 30, 2011

| Performance Data | April | May | June | Quarterly Average |
|--|----------|----------|---------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 3.20 | 3.20 | 3.30 | 3.23 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 7.00 | 3.90 | 5.00 | 5.30 |
| C. Repair Office Answer Time [730.510(b)(1)] | 57.00 | 10.00 | 0.00 | 22.33 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 41.00 | 4.00 | 0.00 | 15.00 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 92.88% * | 64.64% * | 100.00% | 95.83% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 1.90 | 2.40 | 2.70 | 2.33 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 7.00% | 11.00% | 9.00% | 9.41% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 7.02% | 12.77% | 3.85% | 7.88% |
| J. Missed Repair Appointments [730.545(h)] | 7 | 16 | 7 | 10 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 0 | 0 |

Comments

Midland



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